

**List of Allowable
ELDER ABUSE DIRECT SERVICE EXPENSES**

Program Goals

1. To provide direct services to victims of elder abuse, neglect and/or exploitation age 60 or older or who are subject to the infirmities of aging [per state statute §46.90 (1)(c)].
2. To reduce the incidence of elder abuse, neglect and/or exploitation through the provision of preventive/early intervention service(s) for individuals identified at risk of elder abuse, neglect and/or exploitation.

What the Funds Can Be Used For

Funds may be used for a wide variety of purposes related to the provision of direct services and/or prevention programming for **elder abuse victims or individuals identified at risk of elder abuse, neglect and/or exploitation**. Note that self-neglect, as defined by state statute § 46.90, includes a threshold of *significant danger* i.e., a significant danger to the elder **must** be present. Services that may be funded under this allocation include:

- (a) Advocacy, including victim support through civil and/or criminal proceedings and encouraging utilization of state statutory Deferred Prosecution options, as appropriate
- (b) Assessment and case management
- (c) Counseling/therapeutic resources
- (d) Crisis lines and other crisis intervention, including development/operation of a Critical Incident Team
- (e) Domestic abuse programs/shelters including Domestic Abuse in Later Life support groups
- (f) Emergency funds for food, clothing, transportation and medical care
- (g) Guardianship
- (h) Interdisciplinary Team for Resolving Elder Abuse
- (i) Legal/Benefit assistance
- (j) Outreach*
- (k) Receipt and investigation of complaints or reports of abuse and neglect, voluntary case referral to appropriate agencies
- (l) Remedies to counter financial exploitation (material abuse), including obtaining of legal representation for civil remedies
- (m) Respite care, adult day care
- (n) Sexual assault/abuse victim services including counseling and support services
- (o) Shelter care, relocation assistance, and housing/energy assistance
- (p) Support groups/peer counseling
- (q) Supportive Home Care services
- (r) Training for staff which enhances skills and capacity to provide effective elder abuse direct services and/or prevention/early intervention programming*
- (s) Other direct services to victims or persons identified at risk of victimization or self-harm

What the Funds Cannot Be Used For

1. Staffs costs, except for staff costs associated with the provision of direct services and/or preventive services for individuals identified at risk of abuse, neglect and/or exploitation, are not allowable.
2. Administrative overhead and indirect costs are not allowable.

***No more than 10% of a county's allocation may be used for outreach and training combined.**

**GLOSSARY OF TERMS for
ELDER ABUSE DIRECT SERVICES
(Definitions compiled/adapted by the Bureau of Aging and Long Term Care
Resources from a variety of source materials¹)**

Determining “Best Fit”

Service definitions vary; so do the many ways in which services which use the same name are actually delivered. In consulting this glossary, agency staff are advised to carefully read the definitions to ascertain if a given local service meets the basic focus of one of the services listed. The general purpose and operation of the service are more important in making this determination than the specific elements or its local name.

- (a) **Advocacy, including victim support through civil and/or criminal proceedings and encouraging utilization of state statutory Deferred Prosecution options, as appropriate**

Advocacy and Defense Resources

The provision of services by persons whose principal responsibility is to ensure rights to fair and just treatment. Services, which may be provided by lay advocates as well as persons with legal training, may include, but are not limited to: education/training and advocacy. Includes assistance in applying for needed services or benefits, e.g. obtainment of a temporary restraining order, assistance in the use of appropriate grievance procedures, provision of representation for clients at hearings, the provision of legal advice, legal representation in court, legal research, education and counseling regarding legal rights and responsibilities. (See Legal/Benefit Assistance, letter “i” below.)

Crime Victim Support

Programs that provide a variety of supportive services for victims of crimes which may include crisis counseling, escort services, transportation, financial assistance, protective services, information about the mechanics of court proceedings, assistance with forms to file for reimbursement of crime-related expenses or losses, and/or advice and guidance concerning court appearances.

- (b) **Assessment and case management**

Assistance either in the form of access or care coordination in circumstances where the older person and/or their caregivers are experiencing diminished functioning capacities, personal conditions or other characteristics which require the provision of services by formal service providers. Activities of case management include assessing needs, developing care plans, authorizing services, arranging services, coordinating the provision of services among providers, follow-up and reassessment, as required.

¹ Source materials include: “County and Tribal Aging Units Quarterly Program Report Instructions” issued by the Bureau of Aging and Long Term Care Resources; DHFS “Human Services Reporting System (HSRS) Handbook” and “A Taxonomy of Human Services: A Conceptual Framework with Standardized Terminology and Definitions for the Field” developed by Georgia Sales, InfoLine of Los Angeles, 1994.

(c) Counseling/therapeutic resources

The provision of treatment-oriented services to clients needing treatment for a personal, social, behavioral, mental, or alcohol and drug abuse disorder to maintain and improve effective functioning. Services typically provided in a service office or a natural setting, may include, but are not limited to: assessment/diagnosis; case (treatment) planning, monitoring and review; counseling/psychotherapy; therapy services; physical health services; and medical support services. Includes divorce and family counseling.

If providing/purchasing batterer's treatment services for perpetrators of domestic violence in later life, the lead elder abuse agency must provide documentation from the local domestic violence program demonstrating support for the batterer treatment model being utilized. Furthermore, the treatment model must be eligible for state-funded batterers treatment contracts as outlined in the Governor's Council On Domestic Abuse "Male Batterers Treatment Standards" (As endorsed by the Council 4/96).

(d) Crisis lines and other crisis intervention, including development/operation of a Critical Incident Team

The provision of services to individuals in the general public who are experiencing emergencies which require an immediate response by the human service system (including those activities necessary to prepare for responding to conditions which are an immediate threat to a person's life or well-being) for the purpose of removing or ameliorating the conditions and linking the individual with appropriate human services. Services to individuals include but are not limited to: counseling/psychotherapy, supervision, general physical health, transportation, and referral.

Includes 24-hour hot lines, crisis response teams and extra-hour staffing for handling emergencies only when the program provider is specially organized for this purpose.

Excludes services delivered under emergency conditions which are an integral, but subordinate, part of other standard programs (e.g., emergency inpatient care would be considered as part of an inpatient program).

(e) Domestic abuse programs/shelters including Domestic Violence in Later Life Support Groups

Programs that provide programming and/or temporary emergency shelter for individuals who have experienced domestic violence. Such facilities usually provide in-house individual, group and family counseling and the full range of secondary services related to domestic violence including referral to appropriate resources and legal advocacy.

Wisconsin domestic violence programs either have the capacity to provide one-on-one assistance to male victims of domestic violence or to identify resources that could.

If your county wishes to provide programming for domestic abuse in later life, the lead elder abuse agency must demonstrate collaboration (i.e., Memorandum of Understanding) with the local domestic abuse program identifying joint efforts to serve this population.

(f) Emergency funds for food, clothing, transportation and medical care

Any funds used for items listed in response to an identified emergency situation.

(g) Guardianship

The provision of guardianship support services to individuals who have infirmities of aging and have been a **subject of an elder abuse report**. Guardianship support services also include limited orders and other surrogate decision making tools e.g., daily money management, representative payee or other diversion services/programs.

(h) Interdisciplinary Team (I-team) Approach to Resolving Elder Abuse

An interdisciplinary team facilitates coordination of services on both the individual client level and the programmatic level. On the individual level, a team contributes to better assessments, recognition of needs, identification of services and resources, and a means of dealing with more difficult cases. On the program level, a team promotes better-informed professionals, more cooperation between agencies, community awareness, and service development where gaps exist. ‘Core’ representatives most often include representatives from the lead elder abuse agency, law enforcement, district attorney’s office, county 51 system, courts, clergy, health care, domestic violence, sexual assault, long-term support and banking or finance. Some I-teams also include humane officers/animal control staff, recognizing their expertise in addressing animal hoarding and abuse of companion animals in situations involving domestic violence. Go to this website for a manual specific to Wisconsin’s I-teams: <http://dhfs.wisconsin.gov/aps/index.htm> (scroll down left-hand column for Elder Abuse I-team Manual listing).

(i) Legal/Benefit assistance

Provision of legal or benefit advice, counseling and representation by an attorney or other person acting under the supervision of an attorney (e.g., Elderly Benefit Specialist). (See letter m. below for additional information specific to advocacy.)

(j) Outreach

Interventions initiated by an agency or organization for the purpose of identifying potential clients and encouraging their use of existing services and benefits.

(k) Receipt and investigation of complaints or reports of abuse and neglect, voluntary case referral to appropriate agencies

Operation of the elder abuse reporting system, including abiding by investigatory timeframes and procedures, as mandated in Wisconsin State Statute 46.90.

(l) Remedies to counter financial exploitation (material abuse), including obtainment of legal representation for civil remedies

Utilization of a variety of voluntary financial management tools (e.g., protective bank accounts, representative payee, conservatorship) or Guardianship of the Estate to counter identified situations of material abuse/financial exploitation.

(m) Respite care, adult day care

Respite Care

The provision of services to clients who are either caregivers or their dependents for the purposes of providing the primary caregiver temporary relief, relieving the primary caregiver of the constant responsibility of giving continuous support, providing the dependent client adequate care and supervision in a home-like environment and reducing the need for placement of the dependent person outside of the home. Services to the primary caregiver may include: case planning, monitoring and review. Services for the dependent person may include personal care and supervision. The respite care program includes care that is delivered in the home of the primary caregiver, dependent person, friend or relative, the home of the respite care provider or in those free-standing facilities which primarily serve as respite care centers.

In addition, “respite” can be provided to victims of domestic violence in later life who are seeking a temporary break from abusive situations. This option may be provided to the individual who does not plan to permanently leave her/his relationship but desires a temporary “safe place.”

Adult Day Care

Provision of personal care for dependent adults in a supervised, protective, congregate setting during some portion of a twenty-four hour day. Services offered in conjunction of adult day care/adult day health typically include social and recreational activities, training, counseling, meals for adult day care and services such as rehabilitation, medications assistance and home health aide services for adult day health.

(n) Sexual Assault Prevention, Counseling and Treatment

Sexual Assault Prevention

Programs that help people who may be vulnerable to rape, molestation or other forms of sexual assault become aware of the general precautions that can be taken to reduce the risk of becoming a victim, and the alternatives for handling the situation should they be approached or attacked. Contact the Rape Crisis Center in Madison, Wisconsin at 608-251-5126 for information on “*Keeping Safe*,” *CHIMERA Self-Defense for Women Over 60*. Keeping Safe is a sexual assault prevention course, which addresses safety and crime prevention for senior women.

(n) Sexual Assault Prevention, Counseling and Treatment (continued)

Sexual Assault Counseling

Programs that provide crisis, short-term, and/or ongoing in-person counseling for people who are coping with the emotional trauma that is the result of sexual assault. Counseling and support may be offered through a variety of modalities including individual, conjoint, family and group therapy sessions for the survivor and/or significant others.

Sexual Assault Treatment

Programs offered by hospitals or other health care facilities that have emergency room staff who have been specially-trained to provide medical care for adults and/or children who have been sexually assaulted. Treatment includes an examination for internal and external injuries, collection of physical evidence of the assault, and preventive care and/or treatment in case of venereal disease or pregnancy.

(o) Shelter care, relocation assistance, and housing/energy assistance

Shelter Care

The provision of short-term services, often under emergency conditions, in an alternative living setting or the home of another to an individual who needs a temporary place to stay pending resolution of problems in their own home or until an appropriate living setting can be secured. Services may include, but are not limited to: supervision, dietary, and counseling/psychotherapy. It also includes locating, arranging for, and monitoring placement in shelter care facilities; care in unlicensed settings that serve as shelters (e.g., for victims of domestic abuse); and, 24-hour care of a person in the home of a friend, relative, or neighbor during the temporary absence of the regular caregiver (e.g., hospitalization of a spouse or adult child). Benefits include food and housing.

Relocation Assistance

Assistance provided to individuals who have to relocate due to a variety of circumstances, including being displaced from one's current home or rental housing because of demolition of condemned housing or because of a need to move closer to family or friends for assistance and/or support.

Housing/Energy Assistance

The provision of services to clients in a natural or supportive service setting for the purpose of enabling persons to obtain safe, healthful, and affordable housing. Services may include, but are not limited to: advocacy, assessment/diagnosis, and referral; and, working with landlords and others to upgrade substandard housing, improving safety and preventing/reducing health hazards, assessing housing needs, locating appropriate housing, referral to existing resources for housing repairs, and making arrangements for moving (as well as payment of moving expenses). It also includes repairs and remodeling, winterization/weatherization, and the costs of fuel or utilities.

(p) Support groups/peer counseling

Support Groups

Autonomous groups of individuals who share a common problem or concern who meet together on a voluntary basis for mutual support. Members of mutual support groups share their experiences, strengths and hopes and rely on one another for assistance. Included are professionally facilitated groups, structured, twelve-step models with or without professional participation and groups that have no professional participation and/or no specifically structured format.

Peer Counseling

Programs that offer individual therapeutic sessions which are facilitated or guided by an individual who is the same age as the client (an age-peer) or who can either identify with or has experienced and resolved the same type of problem as the client.

(q) Supportive Home Care services

The provision of services to maintain clients in independent or supervised living in their home or the home of their friends or relatives which help them meet their daily living needs, address their needs for social contact, ensure their well-being, and/or reduce the likelihood that they will be placed into alternate (long term care) living arrangements. Services may include, but are not limited to: household care, personal care and supervision. Includes supervised apartment living, senior companion activities, telephone reassurance, friendly visiting and home health care. Include payments to maintain an individual in the independent living arrangement.

(r) Training

Staff training related to the provision of elder abuse direct services and/or prevention/early intervention programming. Training is to enhance skills and capacity to provide effective direct services. Examples of appropriate training topics would include: how to identify and investigate elder abuse; preparing court documents needed on behalf of a client; effective remedies to counter financial exploitation; issues related to application of various substitute decision-making tools; responding to client specific needs concerning mental health, substance abuse and/or trauma.

(s) Other direct services to victims or persons identified at risk of victimization or self-harm

Elder Abuse Direct Services not listed above. Contact your area agency on aging elder abuse program manager for consultation if you are unsure that the service you would like to provide would be considered an "Elder Abuse Direct Service."